



Patient Satisfaction Survey Summary of Results

Number of Surveys Sent: **896** Number of Surveys Returned: **592 (66.1%)**

1. Was the enrollment application easy to complete? # Yes: **579** # No: **0**

2. How helpful was the program staff with regard to the following items?

	# of Responses						Mean	Std Dev
	Very Good (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	N/A (0)		
a) Providing your application to you in a timely manner	554	34	3	0	0	0	4.93	0.27
b) Processing your application in a timely manner	552	36	4	0	0	0	4.93	0.29
c) Providing educational materials about the colonoscopy	527	45	10	0	0	1	4.89	0.37

3. Was the program staff friendly and easy to talk with? # Yes: **567** # No: **0**

4. If you received telephone calls from Wanda Webb, the program nurse, please rate the following services she provides:

	# of Responses						Mean	Std Dev
	Very Good (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	N/A (0)		
a) What to expect with the screening process	533	44	3	1	0	7	4.91	0.32
b) Receiving a call on your prep day (the day before your procedure)	507	45	4	0	1	10	4.90	0.36
c) Listening to your concerns and answering your questions	547	27	2	1	2	7	4.93	0.35
d) Receiving a follow-up call after the appointment to check on your status	531	31	1	3	1	11	4.92	0.36

5. Did you have problems with any of the following?

a) Getting transportation home after your procedure # Yes: **9** # No: **562**

b) Getting time off work for your screening appointments # Yes: **10** # No: **576**

c) Days and times screening appointments were available # Yes: **42** # No: **546**

d) Waiting a long time for your screening appointments # Yes: **29** # No: **558**

6. Were you pleased by the way you were treated by the doctor? # Yes: **577** # No: **12**

7. Were you pleased by the way you were treated by the staff at the hospital or surgery center? # Yes: **583** # No: **9**

8. Would you recommend this program to a friend or family member? # Yes: **584** # No: **3**